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FIG. 1

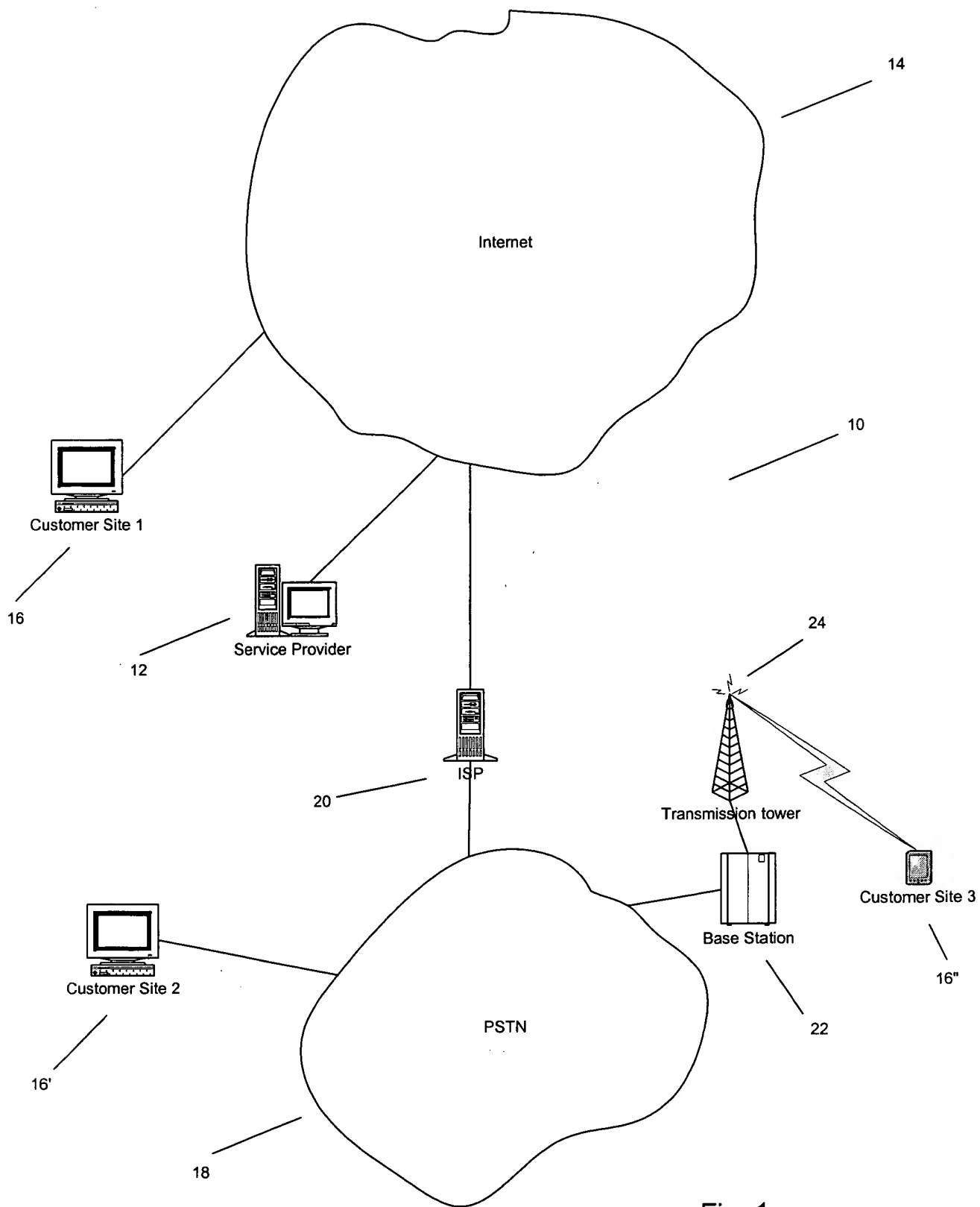


Fig. 1

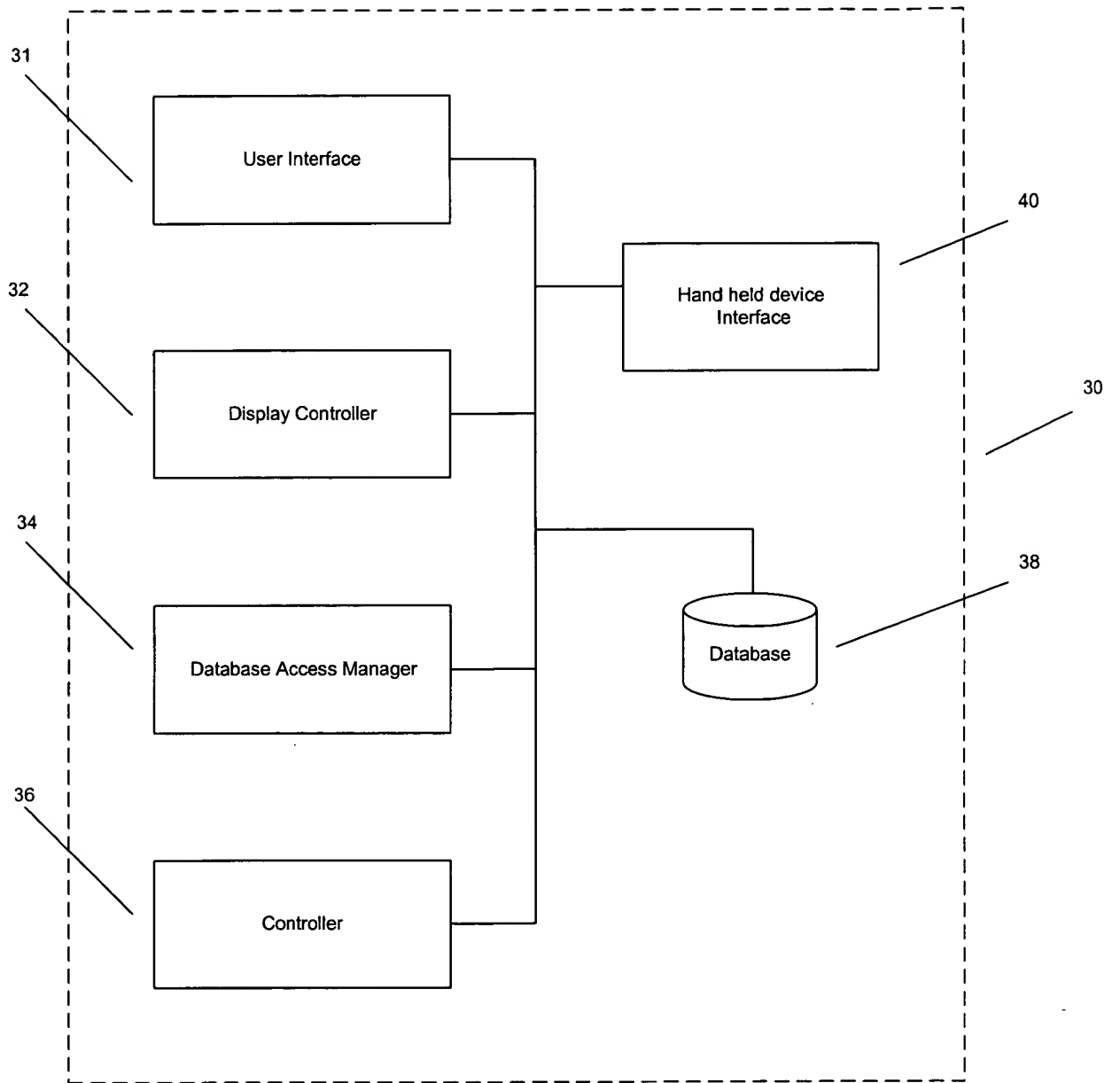


Fig. 2

FIG. 3

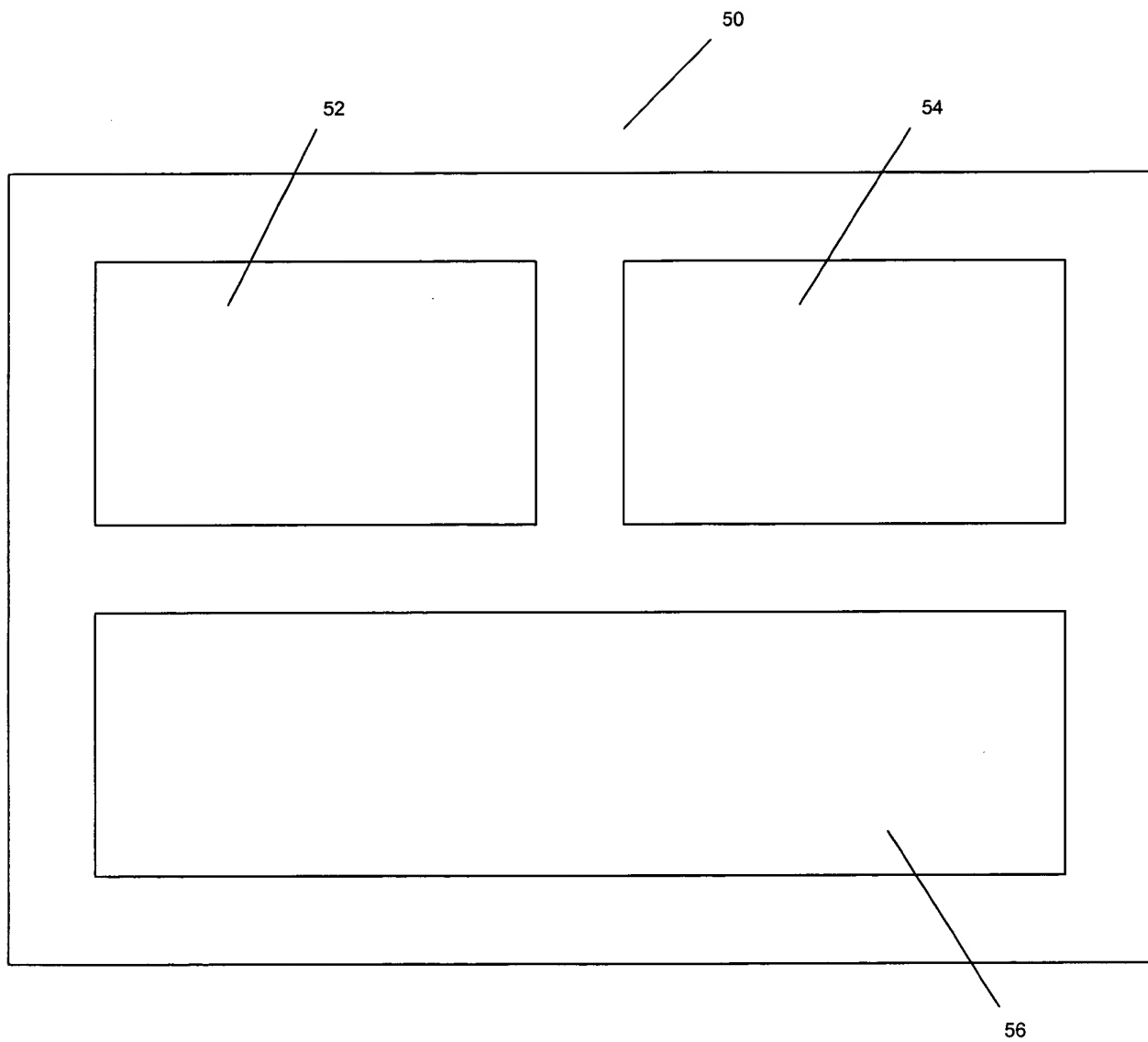


Fig. 3

Virtual Tech 2.0

Media Window...

Nokia 6161
Dual Band

Response Box...

Things to do

- Check phone's signal strength
- Call tech support to check authentic
- Check phone's programming (via Ec
- Check Rapid for esn mismatch
- Get customers location
- Check Rapid for restrictions

Selection Box...

- ☐ Credit Card recording (on outbound calls)
- ☐ Customer is not available recording (on inbound calls)
- ☐ Voice mail is not available recording (calls to voice mail)
- ☒ Fast Busy recording (on inbound calls)
- ☒ Fast Busy recording (on outbound calls)
- ☒ Select if customer is ROAMING
- ☐ Outbound calls are routing to Cingular Wireless
- ☒ Select if customer is LOCAL
- ☐ Not an Authorized User recording (on outbound calls)
- ☐ Select if customer has a DUAL BAND phone
- ☒ Not a working number recording (on inbound & outbound calls)
- ☐ Select if customer has a WAP phone

Fig. 4

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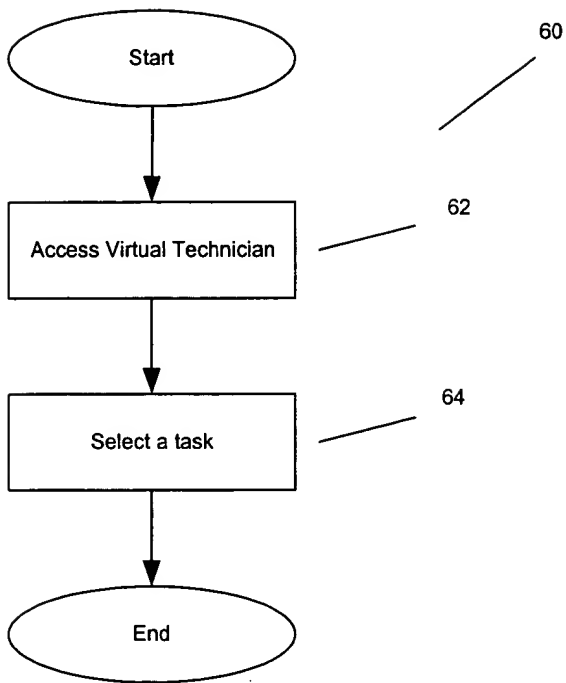


Fig. 5

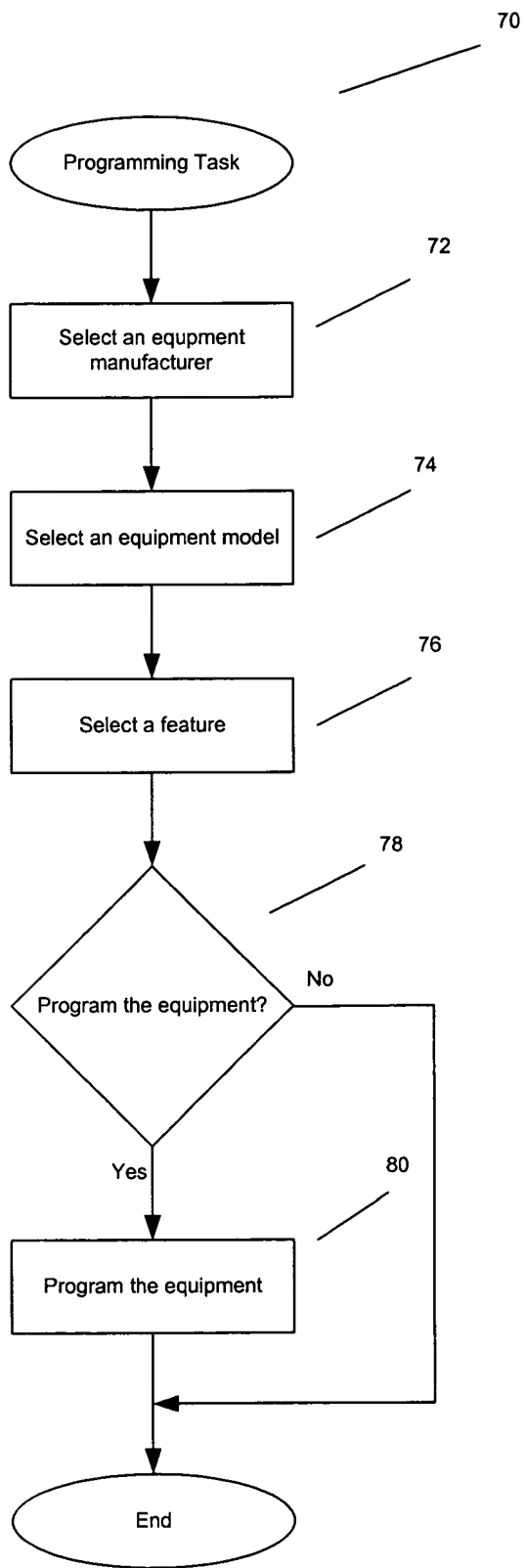


Fig. 6

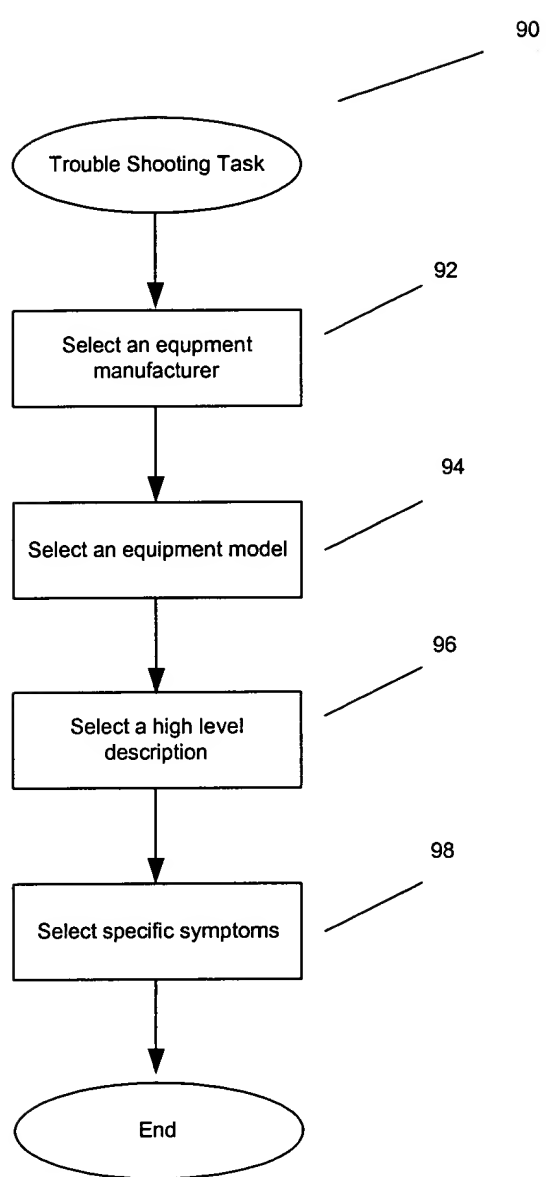


Fig. 7

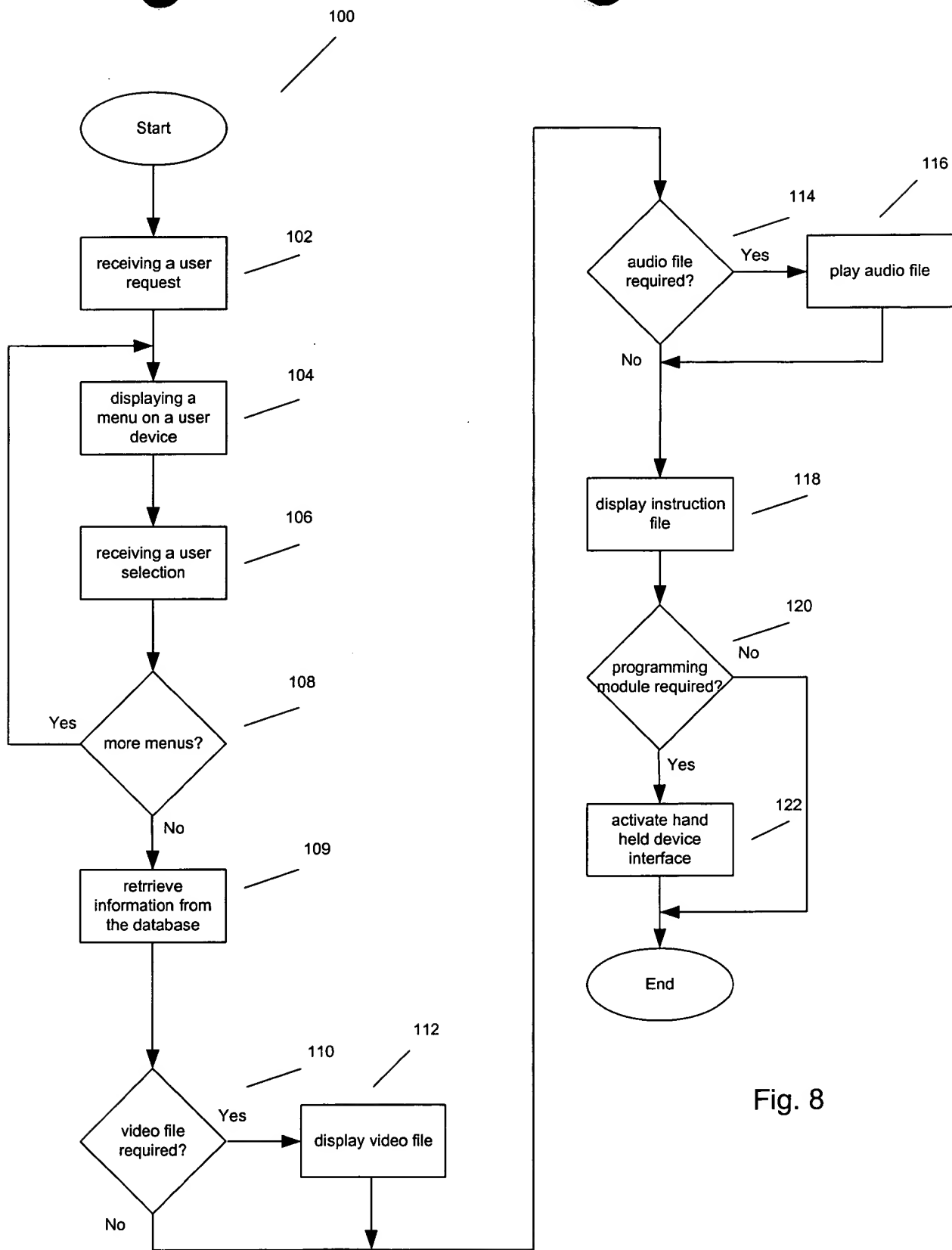


Fig. 8